



# Virginia Department of Corrections

## Human Resources

### Operating Procedure 102.6

#### Staff Orientation

##### Authority:

Directive 102, *Talent Acquisition and Records*

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##### Amended:

##### Supersedes:

Operating Procedure 102.6, August 1, 2019

**Access:** ☒ Public ☐ Restricted

☐ Incarcerated Offender

**ACA/PREA Standards:** 5-ACI-1A-04, 5-ACI-1D-10, 5-ACI-1D-17; 4-ACRS-7B-14, 4-ACRS-7B-18, 4-ACRS-7C-01; 4-APPFS-3A-05; 2-CI-6C-3, 2-CI-6C-6, 2-CI-6D-4; 2-CO-1D-05; 1-CTA-3A-09; §115.31, §115.32, §115.35, 115.231, §115.232, §115.235

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## REVIEW

The Content Owner will review this operating procedure annually and re-write it no later than three years after the effective date.

*The content owner reviewed this operating procedure in September 2021 and determined that no changes are needed.*

*The content owner reviewed this operating procedure in September 2022 and determined that no changes are needed.*

## COMPLIANCE

This operating procedure applies to all units operated by the Virginia Department of Corrections. Practices and procedures must comply with applicable State and Federal laws and regulations, ACA standards, PREA standards, and DOC directives and operating procedures.

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## DEFINITIONS

**Employee** - A person who is paid by the Department of Corrections on an hourly, salaried, or contractual basis, or who is paid by another state agency or outside vendor for working in a position within DOC or in a position that supervises offenders

**Employee Orientation** - A program of introduction for employees, volunteers, and contract personnel new to the Department of Corrections or a Department of Corrections operating unit; orientation is in addition to and generally precedes any Basic Skills training related to the employee's specific position; see Operating Procedure 350.2, *Training and Development*.

**Fraternization** - Employee association with offenders, their family members, or close friends of offenders, outside of employee job functions, that extends to unacceptable, unprofessional and prohibited behavior; examples include non-work related visits between offenders and employees, non-work related relationships with family members or close friends of offenders, connections on social media, discussing employee personal matters (marriage, children, work, etc.) with offenders, and engaging in romantic or sexual relationships with offenders; see Operating Procedure 135.2, *Rules of Conduct Governing Employees Relationships with Offenders*.

**Intern** - An individual who is undergoing supervised practical training and is serving an internship to advance their area of study; without compensation from the DOC; interns receiving compensation from the DOC are considered employees and will be managed in accordance with their employment status.

**Organizational Unit Head** - The person occupying the highest position in a DOC unit, such as a correctional facility, regional office, probation and parole office, Virginia Correctional Enterprises (VCE), Academy for Staff Development, Corrections Construction Unit, Agribusiness Unit, and individual headquarters unit e.g., Human Resources, Offender Management, Internal Audit

**Volunteer** - Any citizen of the community who, of their own free will, provides goods or services to the DOC without any financial gain.

## PURPOSE

This operating procedure ensures that new employees of the Department of Corrections (DOC) receive a uniform orientation on policies and procedures that directly relate to their employment.

## PROCEDURE

### I. Employee Onboarding

- A. Employee Onboarding is the strategic process of introducing new employees to the DOC, including our mission and vision; organizational culture; management, colleagues, and stakeholders; and key business practices. During this process, new hires are given the information and resources needed to fully understand and be effective in their positions.
- B. The purpose of onboarding is make new hires provide them with the information necessary to be successful and feel welcome within the Department.
- C. Phases of onboarding include:
  1. New Hire Orientation
  2. Formal Training - Initial and other Required Training
  3. On-the-Job Training
- D. The Organizational Unit Head or designee, usually the employee's supervisor or onsite Human Resources contact, should provide orientation to each employee, intern, and regular volunteer new to the DOC unit before the person assumes any job duties within the unit.
  - a. Orientation is in addition to, and generally precedes any Basic Skills or other required training related to the employee's specific position; see Operating Procedure 350.2, *Training and Development*.
  - b. Whenever possible, orientation should be completed within the employee's first five working days.
  - c. Virtual orientation modules will be provided to new employees to complete on the first day of employment. The Human Resources Officer or designee will provide new employees with the virtual orientation website link: <https://vadoc.virginia.gov/files/hr-orientation/index.html>
  - d. Subject Matter Specialists may be designated to provide orientation on specific subjects related to the new employee's work location, which are not included in the virtual orientation modules.
2. New employees must complete and submit the orientation checklist to the Human Resource Office to acknowledge completion of each module and subject area covered during orientation. These completed forms must be placed in the employee's personnel file.
- E. New employees must receive orientation to the functions and organizational relationships of the DOC and the organizational unit. The orientation must include at least the following subjects:
  1. The role and function that the employee's position plays in accomplishing the mission of the DOC
  2. The employee's obligations, responsibilities, benefits, rights, privileges, protections with respect to equal employment opportunity, and prohibitions in the Governor's Executive Order 1 (2018), *Equal Opportunity*, and federal law concerning sexual harassment, discrimination, and retaliation
  3. The on and off the job public relations aspects of the employee's job to include; the employee use of social media outlets, especially as related to contact with offenders after release, but while they are still on supervision and contacts with offender family members and close friends of offenders while the offender is still incarcerated.
  4. All new employees will receive training in Dialogic Practices; see *DOC - Dialogue Skills Training* - Virginia Learning Center, (VLC), for registration. See also; Operating Procedure 010.5, *Dialogue*.
  5. All new full-time employees must complete an initial 40-hour orientation/training program before



undertaking their job assignments (5-ACI-1D-10; 4-ACRS-7B-14; 2-CO-1D-05)

- a. Training Credit may be allowed for subjects waived due to prior training for experienced persons transferring from other DOC units or assuming new duties within the unit.
- b. All such training must be documented on the employees' official *Academy for Staff Development* transcript. The Director of Human Resources must approve waivers in advance.

## II. Orientation Program

- A. The orientation program should be tailored to the needs of the organizational unit and to the duties of the person receiving orientation.
- B. Experienced persons transferring from other DOC units or assuming new duties within the unit are not required to participate in the orientation program again during their same period of employment with the DOC, unless the Organizational Unit Head requires them to complete portions of the program relevant to their new duties and/or work location.
- C. Orientation must cover the following subject areas, additional subjects may be covered in each area as needed:
  1. Human Resources, New Hire Orientation topics as necessary
  2. Local Operating Procedures or Implementation Memorandums specific to the facility/unit; such as but not limited to:
    - a. Security Operations
    - b. Emergency Plans
  3. Appropriate/Inappropriate conduct with offenders i.e., Fraternization; see Operating Procedure, 135.2 *Rules of Conduct Governing Employees Relationships with Offenders*. (5-ACI-1D-10)
  4. In Institutions, in addition to subjects required by other sections of this operating procedure, the orientation must include at least the following subjects: (5-ACI-1D-10)
    - a. The purpose, goals, policies, and procedures for DOC and the facility
    - b. Security and contraband regulations
    - c. Key control
    - d. Tool control
    - e. Report preparation
    - f. The employee's obligations, responsibilities, benefits, rights, privileges, and the prohibitions concerning sexual harassment, religious prejudice, and ensuring the rights of all protected classes of individuals as detailed in the Governor's Executive Order 1 (2018), *Equal Opportunity*.
    - g. Universal precautions
    - h. Occupational exposure hazards
    - i. Personal protective equipment
    - j. Biohazardous waste disposal
    - k. An overview of the correctional field
    - l. Emergency plans that are tailored to the mission and physical layout of the organizational unit (4-ACRS-7B-14) ASD emergency plans are addressed in the training section for ASD
      - i. Evacuation Plan
      - ii. Fire and Safety Response
      - iii. Terrorism and Security Awareness
      - iv. Inclement Weather Operations/Notifications
    - m. Aspects of sexual abuse and harassment
    - n. Procedures for the suicide prevention plan



- o. Recognizing signs and symptoms of mental illness
    - p. Sustainable and environmentally responsible practices (5-ACI-1A-04)
  - 5. In Community Corrections facilities, in addition to subjects required by other sections of this operating procedure, the orientation must include the following subjects: (4-ACRS-7B-14)
    - a. A historical perspective of the facility
    - b. Facility goals and objectives
    - c. Program rules and regulations
    - d. Job responsibilities
    - e. Personnel operating procedures
    - f. Offender supervision
    - g. Report preparation
    - h. Aspects of sexual abuse and harassment
    - i. Procedures for the suicide prevention plan
    - j. Recognizing signs and symptoms of mental illness
  - 6. Procedures related to standards of conduct, code of ethics, conflict of interest, drug policy, and relationships with employees and offenders (4-ACRS 7C-01)
  - 7. The employee must sign and date a statement indicating that orientation has been received.
- D. Full-time Probation and Parole Office employees must receive a formalized initial 40-hour orientation/training program before undertaking their job assignments within the first 90 days of employment. The orientation/training must include at least the following subjects: (4-APPFS-3A-05)
- 1. Orientation to the purpose, goals, policies, and procedures of the P&P Office and the DOC
  - 2. Working conditions and regulations
  - 3. Office, employee safety, and security
  - 4. The employee's obligations, responsibilities, benefits, rights, privileges, and the prohibitions concerning sexual harassment, religious prejudice, and ensuring the rights of all protected classes of individuals as detailed in the Governor's Executive Order 1 (2018), *Equal Opportunity*.
  - 5. DOC Code of Ethics
  - 6. An overview of the correctional field
  - 7. Depending on the employee and the particular job requirements, orientation training may include preparatory instruction related to the particular job.
- E. All part-time employees, interns, volunteers, and contract personnel receive formal orientation appropriate to their assignments and additional training as needed; see Operating Procedure 027.1, *Volunteer and Internship Program*, (5-ACI-1D-17; 4-ACRS-7B-18)
- F. All new full-time *Academy for Staff Development* employees receive orientation training before undertaking their assignments. The orientation must include at least the following subjects: (1-CTA-3A-09)
- 1. Orientation to the purpose, goals, policies, and procedures of the *Academy* and DOC
  - 2. Working conditions and regulations
  - 3. Employees' rights and responsibilities
  - 4. Security responsibilities
  - 5. Personnel practices
  - 6. Prohibitions concerning sexual harassment, religious prejudice, and, and ensuring the rights of all

protected classes of individuals as detailed in the Governor's Executive Order 1 (2018), *Equal Opportunity*.

7. *Academy for Staff Development* emergency plans
8. Depending on the employee(s) and the particular job requirements, orientation training may include preparatory instruction related to the particular job.

#### G. Virginia Correctional Enterprises (VCE)

1. All VCE employees, interns, volunteers, and contract personnel receive formal orientation appropriate to their assignments, and additional training, as needed. (2-CI-6C-6)
2. All new VCE employees, interns, volunteers, and contractors acknowledge in writing that they have reviewed facility work rules, ethics, regulations, and related documents. (2-CI-6C-3)
3. VCE employee are provided with information that describes their conditions of employment and they acknowledge that they have received this information in writing. A copy of the acknowledgment is placed in their personnel file. (2-CI-6D-4)

#### H. Case Management Counselors

1. Counselors must complete the *Case Management Counselor Orientation and Training Requirements (COAT)*) 102\_F22 within 12 months of hire.
2. Counselors must complete the *Basic Skills for Counselors Pre-course Work Checklist* 102\_F20 to be taken to the first day of *Basic Skills for Basic Skills for Case Management Counselors* training

### III. New Hire Orientation - Human Resources (HR)

- A. Some sections of HR Orientation may not be applicable to employees of other state agencies, contract employees, interns, and volunteers
- B. Human Resources' orientation modules will be provided to new employees to complete on the first day of employment. The Human Resources Officer or designee will provide new employees with Attachment 1, *Department of Corrections Orientation Checklist* and/or the link to the virtual orientation website link: <https://vadoc.virginia.gov/files/hr-orientation/index.html>
- C. New employees must complete and submit the orientation checklist, Attachment 1, *Department of Corrections Orientation Checklist* to the Human Resource Office to acknowledge completion of each module and subject area covered during orientation.
- D. These completed forms must be submitted to the Human Resource office.
  1. Processing of necessary personnel and payroll records, see Operating Procedure 102.2, *Recruitment, Selection, and Appointment*.
  2. Employee benefits
  3. Employee Grievance Procedure; see Operating Procedure 145.4, *Employee Grievances*
  4. Procedures related to work hours, overtime requirements, and other working conditions
  5. Access to Human Resource procedures and practices.
  6. A Notary Public should administer the *Oath of Office* to all newly hired Corrections Officers prior to the end of their first day, to be documented using the *Corrections Officer Oath of Office/ Appointment Authorization* 102\_F21.
- E. Appropriate conduct with offenders - tailored to the mission and needs of the organizational unit

### IV. Prison Rape Elimination Act (PREA) Orientation and Training

#### A. DOC Employees





1. The DOC will train all employees who may have contact with offenders on: (§115.31[a], §115.231[a])
  - a. Its zero-tolerance policy for sexual abuse and sexual harassment
  - b. How to fulfill their responsibilities under DOC sexual abuse and sexual harassment prevention, detection, reporting, and response procedures
  - c. The offenders' right to be free from sexual abuse and sexual harassment
  - d. The right of offenders and employees to be free from retaliation for reporting sexual abuse and sexual harassment
  - e. The dynamics of sexual abuse and sexual harassment in confinement
  - f. The common reactions of sexual abuse and sexual harassment victims
  - g. How to detect and respond to signs of threatened and actual sexual abuse
  - h. How to avoid inappropriate relationships with offenders
  - i. How to communicate effectively and professionally with offenders, including lesbian, gay, bisexual, transgender, intersex, or gender nonconforming offenders
  - j. How to comply with relevant laws related to mandatory reporting of sexual abuse to outside authorities
2. Training is tailored to the gender of the offenders at the employee's facility. The employee must receive additional training if the employee is reassigned from a facility that houses only male offenders to a facility that houses only female offenders, or vice versa. (§115.31[b], §115.231[b])
3. The agency will document through employee signature or electronic verification that employees understand the training they have received. (§115.31[d], §115.231[d])

**B. Volunteers, Interns, and Contractors**

1. The agency must ensure that all interns, volunteers and contractors who have contact or could have contact with offenders have been trained on their responsibilities under the DOC sexual abuse and sexual harassment prevention, detection, and response procedures and have signed the *Prison Rape Elimination Act (PREA) Training Acknowledgement* attachment to Operating Procedure 038.3, *Prison Rape Elimination Act (PREA)*. (§115.32[a], §115.232[a])
2. The level and type of training provided to interns, volunteers and contractors will be based on the services they provide and level of contact they have with offenders, but all interns, volunteers and contractors who have contact with offenders must be notified of the agency's zero-tolerance policy regarding sexual abuse and sexual harassment and informed how to report such incidents. (§115.32[b], §115.232[b])
3. The agency will maintain documentation confirming that interns, volunteers and contractors understand the training they have received. (§115.32[c], §115.232[c])
4. Long-term, full-time contract employees with offender contact, (such as privatized medical provider staff), must comply with the same orientation and training requirements as equivalent DOC employees.

**C. Health Care Providers - Medical and mental health care providers must also receive the training mandated for employees or for contractors, interns, and volunteers depending upon the provider's status in the DOC. (§115.35[d], §115.235[d])**

**D. New supervisors must complete *Basic Skills for New Supervisors* within six months of hire.**

**V. Sustainable and Environmentally Responsible Practices**

- A. Operating Procedure 302.3, *Sustainability Plan*, guides DOC efforts to promote conservation and efficiency in DOC operations while reducing environmental impact and dependence on imported fossil fuels and other non-renewable resources.
- B. New employees should be informed that they are required to complete the eLearning module on *VADOC*





*Sustainability* within six months of their initial hire date.

- C. The Academy for Staff Development in conjunction with the Sustainability Administrator will maintain the eLearning module and ensure revisions are completed as needed.

## **REFERENCES**

Governor's Executive Order 1 (2018), *Equal Opportunity*

Operating Procedure 027.1, *Volunteer and Internship Program*

Operating Procedure 038.3, *Prison Rape Elimination Act (PREA)*

Operating Procedure 102.2, *Recruitment, Selection, and Appointment*

Operating Procedure 135.2, *Rules of Conduct Governing Employees Relationships with Offenders*

Operating Procedure 145.4, *Employee Grievances*

Operating Procedure 302.3, *Sustainability Plan*

Operating Procedure 350.2, *Training and Development*

## **ATTACHMENTS**

Attachment 1, *Department of Corrections Orientation Checklist*

## **FORM CITATIONS**

*Basic Skills for Counselors Pre-course Work Checklist* 102\_F20

*Corrections Officer Oath of Office/ Appointment Authorization* 102\_F21

*Case Management Counselor Orientation and Training Requirements (COAT)* 102\_F22

